


1st April 2025 – 30th June 2025



THE YEAR SO FAR...


Lumen Housing collects performance information to measure how we are doing, including where we are improving and spotting areas of concern before they become a problem.

Customer Complaints



Number of complaints received in the period	0
Number of complaints responded to within the required timeframe	n/a

Rent and Income Collection



Rent collection for the period(cumulative)	101.5%
Rent collection for the period including excluding former tenants (cumulative)	101.4%
Rent lost due to empty homes	£2,848


Empty Properties



Number of properties re-let	3
Average time taken in days to re-let properties	33
Number of current empty properties	1

“Brighter Choice for Homes”

Gas and Electrical Compliance




Percentage of properties with a valid electrical safety certificate	100%
Percentage of properties with a valid gas safety certificate	100%

Repairs Service Customer Survey



How would you rate your overall experience of the repairs service	100%
How satisfied or dissatisfied are you with the quality of workmanship carried out on your home	86%
How satisfied were you with the way you were communicated with during your repair	100%

Anti-Social Behaviour



Number of ASB cases reported	0
Number of hate crime cases reported	0

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